

MCO Directory by Region
UNITED HEALTH CARE - Updated 03/2024

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726**

Nursing Facility	Tidewater	Central	Charlottesville/Western
Contracting	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com
Credentialing	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com
Authorizations	No auth required for custodial Provider Services: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146
Claims	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com
Care Coordination	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Emily Hartman 952-202-4234 emily_hartman@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Emily Hartman 952-202-4234 emily_hartman@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Lisa Sproles 763-361-3592 lisa_sproles@uhc.com
Nursing Facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com
Credentialing	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com
Authorizations	No auth required for custodial Provider Services: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146
Claims	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com
Care Coordination	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Lisa Sproles 763-361 3592 lisa_sproles@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Lisa Sproles 763-361-3592 lisa_sproles@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Emily Hartman 952-202-4234 emily_hartman@uhc.com

MCO Directory by Region
UNITED HEALTH CARE - Updated 03/2024

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726**

Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com
Credentialing	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210
Authorizations	No authorization required Provider Services: 844-284-0146	No authorization required Provider Services: 844-284-0146	No authorization required Provider Services: 844-284-0146
Claims	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate ne_reg_anc_hh@uhc.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate ne_reg_anc_hh@uhc.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate ne_reg_anc_hh@uhc.com
Care Coordination	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Emily Hartman 952-202-4234 emily_hartman@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Emily Hartman 952-202-4234 emily_hartman@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Lisa Sproles 763-361-3592 lisa_sproles@uhc.com
Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com
Credentialing	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210
Authorizations	No authorization required Provider Services: 844-284-0146	No authorization required Provider Services: 844-284-0146	No authorization required Provider Services: 844-284-0146
Claims	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate ne_reg_anc_hh@uhc.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate ne_reg_anc_hh@uhc.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate ne_reg_anc_hh@uhc.com
Care Coordination	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Lisa Sproles 763-361-3592 lisa_sproles@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Lisa Sproles 763-361-3592 lisa_sproles@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Emily Hartman 952-202-4234 emily_hartman@uhc.com

MCO Directory by Region
UNITED HEALTH CARE - Updated 03/2024

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726**

LTSS	Tidewater	Central	Charlottesville/Western
Contracting	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com
Credentialing	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com
Authorizations	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com
Claims	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com
Care Coordination	Primary: Member Services: 844-752-9434 Escalation: Shannon Pigford 952-202-3222 shannon_pigford@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Nicole Stukes-Stith 804-316-0350 nicole_stukes@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Lisa Whitehead 804-624-1240 lisa_whitehead@uhc.com
LTSS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com
Credentialing	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com
Authorizations	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com
Claims	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com
Care Coordination	Primary: Member Services: 844-752-9434 Escalation: Amber McMillan 952-406-6275 amber_mcmillan@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Amber McMillan 952-406-6275 amber_mcmillan@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Saffie Quarshie 763-361-3430 saffie_quarshie@uhc.com

MCO Directory by Region
UNITED HEALTH CARE - Updated 03/2024

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726**

Hospitals, Ancillary, Physicians	Tidewater	Central	Charlottesville/Western
Contracting	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Credentialing	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Authorizations	Provider Services: 844-284-0146	Provider Services: 844-284-0146	Provider Services: 844-284-0146
Claims	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com
Care Coordination	Primary: Member Services: 844-752-9434 Escalation: Shannon Pigford 952-202-3222 shannon_pigford@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Nicole Stukes-Stith 804-316-0350 nicole_stukes@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Lisa Whitehead 804-624-1240 lisa_whitehead@uhc.com
Hospitals, Ancillary, Physicians	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Credentialing	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Authorizations	Provider Services: 844-284-0146	Provider Services: 844-284-0146	Provider Services: 844-284-0146
Claims	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com
Care Coordination	Primary: Member Services: 844-752-9434 Escalation: Amber McMillan 952-406-6275 amber_mcmillan@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Amber McMillan 952-406-6275 amber_mcmillan@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Saffie Quarshie 763-361-3430 saffie_quarshie@uhc.com

MCO Directory by Region
UNITED HEALTH CARE - Updated 03/2024

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726**

Mental Health Services	Tidewater	Central	Charlottesville/Western
Contracting	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com	www.providerexpress.com Lisa Nelson lisa.nelson106@optum.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com
Credentialing	www.providerexpress.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com	www.providerexpress.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com	www.providerexpress.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com
Authorizations	ARTS: Fax-855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicaidAuth/	ARTS: Fax-855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicaidAuth/	ARTS: Fax-855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicaidAuth/
Claims Who to call with questions?	UHCprovider.com\claims: To obtain a user ID call toll-free (866) 842-3278 <u>EDI</u> : You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270, Kingston, NY 12402 <u>Escalation</u> : Assigned provider advocate	UHCprovider.com\claims: To obtain a user ID call toll-free (866) 842-3278 <u>EDI</u> : You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270, Kingston, NY 12402 <u>Escalation</u> : Assigned provider advocate	UHCprovider.com\claims: To obtain a user ID call toll-free (866) 842-3278 <u>EDI</u> : You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270, Kingston, NY 12402 <u>Escalation</u> : Assigned provider advocate
Care Coordination	Provider: 844-284-0146 Member: 844-752-9434 <u>Escalation</u> : Megan Smith: 804-201-5007 megan_l_smith@uhc.com	Provider: 844-284-0146 Member: 844-752-9434 <u>Escalation</u> : Ryan Ickes: 804-514-0295 ryan_ickes@uhc.com	Provider: 844-284-0146 Member: 844-752-9434 <u>Escalation</u> : Laura Southcomb: 386-675-5012 laura_southcomb@uhc.com

MCO Directory by Region
UNITED HEALTH CARE - Updated 03/2024

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726**

Mental Health Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	www.providerexpress.com Lisa Nelson lisa.nelson106@optum.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com	www.providerexpress.com Lisa Nelson lisa.nelson106@optum.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com	www.providerexpress.com Lori Phillips Laura.Phillips@optum.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com
Credentialing	www.providerexpress.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com	www.providerexpress.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com	www.providerexpress.com ABA Providers: Melanie R. Bishop Melanie.r.bishop@uhc.com
Authorizations	ARTS: Fax-855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicaidAuth/	ARTS: Fax-855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicaidAuth/	ARTS: Fax-855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicaidAuth/
Claims	UHCprovider.com: To obtain a user ID call toll-free (866) 842-3278 <u>EDI:</u> You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270, Kingston, NY 12402 <u>Escalation:</u> Assigned provider advocate	UHCprovider.com: To obtain a user ID call toll-free (866) 842-3278 <u>EDI:</u> You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270, Kingston, NY 12402 <u>Escalation:</u> Assigned provider advocate	UHCprovider.com: To obtain a user ID call toll-free (866) 842-3278 <u>EDI:</u> You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270, Kingston, NY 12402 <u>Escalation:</u> Assigned provider advocate
Care Coordination	<u>Primary:</u> Member Services 844-752-9434 <u>Escalation:</u> Megan Smith 804-201-5007 megan_l_smith@uhc.com	<u>Primary:</u> Member Services 844-752-9434 <u>Escalation:</u> Laura Southcomb 386-675-5012 laura_southcomb@uhc.com	<u>Primary:</u> Member Services 844-752-9434 <u>Escalation:</u> Ryan Ickes 804-514-0295 ryan_ickes@uhc.com

MCO Directory by Region
UNITED HEALTH CARE - Updated 03/2024

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726**

DME, AT and EM	Tidewater	Central	Charlottesville/Western
Contracting	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbssprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbssprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbssprovidernetwork@uhc.com</p>
Credentialing	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbssprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbssprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbssprovidernetwork@uhc.com</p>
Authorizations	<p><u>Primary:</u> Provider Services 844-284-0146</p> <p><u>Escalation:</u> Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>	<p><u>Primary:</u> Provider Services 844-284-0146</p> <p><u>Escalation:</u> Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>	<p><u>Primary:</u> Provider Services 844-284-0146</p> <p><u>Escalation:</u> Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>
Claims	<p><u>Provider Services</u> 844-284-0146</p>	<p><u>Provider Services</u> 844-284-0146</p>	<p><u>Provider Services</u> 844-284-0146</p>
Care Coordination	<p><u>Primary:</u> Member Services 844-752-9434</p> <p><u>Escalation:</u> Shannon Pigford 952-202-3222 shannon_pigford@uhc.com</p>	<p><u>Primary:</u> Member Services 844-752-9434</p> <p><u>Escalation:</u> Nicole Stukes-Stiith 804-316- 0350 nicole_stukes@uhc.com</p>	<p><u>Primary:</u> Member Services 844-752-9434</p> <p><u>Escalation:</u> Lisa Whitehead 804-624-1240 lisa_whitehead@uhc.com</p>

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DME, AT and EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com</p>
Credentialing	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com</p>
Authorizations	<p><u>Primary:</u> Provider Services 844-284-0146</p> <p><u>Escalation:</u> Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>	<p><u>Primary:</u> Provider Services 844-284-0146</p> <p><u>Escalation:</u> Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>	<p><u>Primary:</u> Provider Services 844-284-0146</p> <p><u>Escalation:</u> Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>
Claims	Provider Services 844-284-0146	Provider Services 844-284-0146	Provider Services 844-284-0146
Care Coordination	<p><u>Primary:</u> Member Services 844-752-9434</p> <p><u>Escalation:</u> Amber McMillan 952-406-6275 amber_mcmillan@uhc.com</p>	<p><u>Primary:</u> Member Services 844-752-9434</p> <p><u>Escalation:</u> Amber McMillan 952-406-6275 amber_mcmillan@uhc.com</p>	<p><u>Primary:</u> Member Services 844-752-9434</p> <p><u>Escalation:</u> : Saffie Quarshie 763-361-3430 saffie_quarshie@uhc.com</p>

MCO Directory by Region
UNITED HEALTH CARE - Updated 03/2024

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726**

DD Waivers Residential Providers	Tidewater	Central	Charlottesville/Western
Care Coordination	Member Services: 844-752-9434	Member Services: 844-752-9434	Member Services: 844-752-9434
Escalation Contact	Megan Smith 804-201-5007 megan_l_smith@uhc.com	Megan Smith 804-201-5007 megan_l_smith@uhc.com	Megan Smith 804-201-5007 megan_l_smith@uhc.com
DD Waivers Residential Providers	Roanoke/Alleghany	Southwest	Northern/Winchester
Care Coordination	Member Services: 844-752-9434	Member Services: 844-752-9434	Member Services: 844-752-9434
Escalation Contact	Megan Smith 804-201-5007 megan_l_smith@uhc.com	Megan Smith 804-201-5007 megan_l_smith@uhc.com	Megan Smith 804-201-5007 megan_l_smith@uhc.com